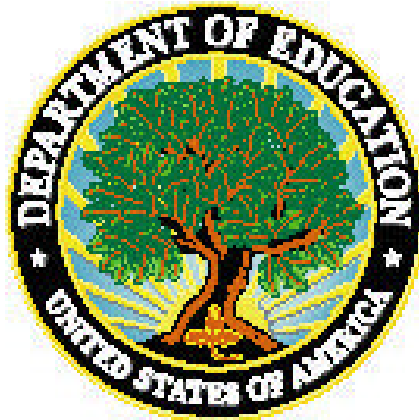# SFA Modernization Partner Project LEGACY CONTRACT TRANSITION PLAN
Document Receipt and Control Center (DRCC)

Part 2
Product and Services Release Plan Initiatives
Affecting DRCC

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Andersen Consulting, as the Modernization Partner, has identified 23 initiatives that they recommend SFA execute over the next 2-3 years. Of these 23 initiatives the following have been identified as those affecting DRCC.

Enhanced Aid Awareness

Description:

Enhance all programs designed to inform the public of the availability of student financial assistance and educate them on the various aid options and the processes of applying for aid.

Benefits/Outcome:

• Educate buyers about their options
• Ensure aid information is clear and meaningful to customers.
• Increase awareness to a broader customer group.
• Provide information via multiple distribution channels.
• Improved Public Relations
• Better access to various aid packages available through SFA
• Improved customer satisfaction for borrowers and schools
• Improved employee satisfaction
• Possibility of increased volume resulting from enhanced awareness

Business Objectives:

To provide the public with a more thorough understanding of the various aid packages available through ED. This may be achieved in part through providing access to other financial partners, partnering with organizations used to disseminate aid information, sponsoring workshops, enhancing web presence and other creative options for meeting the objective of promoting aid awareness.

Timetable:

Requirements Analysis and Design is planned for February 2000 through April 2000. Management Decision Required to Continue is schedule for April 30, 2000. Development and Implementation of the system is scheduled for May 2000 through September 2000.

Effects on DRCC:

Modifications to the DRCC may be necessary if this initiative is implemented.

Enhanced Aid Awareness – Student Portal

Description:

Design and implement capabilities, for all customers, to enable easier and more efficient data transfer through internet and/or other online interfaces.

Benefits/Outcome:

- Increased Customer Service
- Enhanced image of SFA through increased web presence
- Possible candidate for phased implementation allowing incremental realization of benefits
- Increased electronic volume

Business Objectives:

To standardize and increase SFA's presence on the web while facilitating enhanced electronic interfaces with all customers and partners. To increase SFA's electronic products/service offerings for all customers.

Timetable:

Requirements Analysis and Design is planned for February 2000 through July 2000. Management Decision Required to Continue is schedule for July 31, 2000. Development and Implementation of the system is scheduled for August 2000 through May 2001.

Effects on DRCC:

The Web Portals for Customers project will provide the web-enabled, customized view of FSA customer functions. This project will provide SFA's customers with a capability to create their own personal view into the information contained and supported by SFA, such a loan consolidation, school payments and loan origination. Data contained in DRCC is one of the sources of information that will be presented via the Internet Portal.

Enhanced Aid Application - Single Identifier (PIN)

Description:

Design a uniform single identifying data element for each customer entity for each customer entity in SFA's system including students, schools and financial partners. Includes the use of PIN logic as a form of identification.

Benefits/Outcome:

- Enhanced customer service
- Enhanced reporting across all programs
- Provides a single point of interface for receiving student aid data and payment history for Federal loans

Business Objectives:

To develop a uniform means of identifying borrowers, schools and lenders across the various portfolios and systems sponsored by the Department of Education.

Timetable:

Requirements Analysis and Design is planned for May 2000 through August 2000. Management Decision Required to Continue is schedule for August 31, 2000. Development and Implementation of the system is scheduled for September 2000 through March 2002.

Effects on DRCC:

The Single Identifier for Each Entity initiative will effect Enterprise Architecture for Integration and Data Warehousing. Since DRCC is accessible via the web by the customer of SFA, it will surely be effected by this initiative.

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